Introduction

Job Stress is the extent to which employees feels a tension of anxiety caused by their jobs. Job Stress can also be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker.

Any job has a potential for some type of stressor, whether the stressor are motivators prompting one to succeed or overwhelm one causing lowered self-esteem and damage to one's life. Although stresses are identified in the work setting the level of stress experienced can only be determined by the individual who has experienced the stressor. The impact of work stress can seriously affect the organization and employee. The organization may be unable to achieve its desired goal it planned to achieve and the employee may experience job dissatisfaction and be a financial cost to the organization.

Sources of Job stress come from:

- a toxic work environment
- negative workload
- isolation
- types of hours worked
- role conflict & role ambiguity
- lack of autonomy, career development barriers
- difficult relationships with administrators and/or coworkers
- managerial bullying
- harassment
- Organizational climate.

These individual sources demonstrate that stress can occur specifically when a conflict arises from the job demands of the employee and the employee itself. If not handled properly, the stress can become distress.

1. **Coping:** the ability of the employee coping with the specific hours worked, the level of productive rate expected, the physical environment, as well as the expectancy of the work desired by management. For instance, research shows that night shifts in particular has a high possibility of negative impact towards the health of the employee. In relation to this, approximately 20 percent of night shift workers have experienced psycho-physiological dysfunctions, including heart diseases. Extreme factors can affect the competence levels of employees.
2. **Role in the organization:** associated with the hierarchical ranking of that particular employee within the organization. Upper management is entitled to oversee the overall

functioning of the organization. This causes potential distress as the employee must be able to perform simultaneous tasks.

3. **Career development:** Security of their occupation, promotion levels, etc. are all sources of stress, as this business market in terms of technology of economic dominance is ever-changing.
4. **Interpersonal relationships** within the workplace: The workplace is a communication and interaction based industry. These relationships (either developed or developing) can be problematic or positive. Common stressors include harassment, discrimination, biased opinions, hearsay, and other derogatory remarks.

Organizational climate or structure: The overall communication, management style, and participation among groups of employees are variables to be considered. In essence, the resultant influence of the high participation rate, collaborative planning, and equally dispersed responsibilities provides a positive effect on stress reduction, improved work performance, job satisfaction, and decreased psychosomatic disorders.

Job stress results from various interactions of the worker and the environment of the work they perform their duties. Location, gender, environment, and many other factors contribute to the buildup of stress. Job stress results from the interaction of the worker and the conditions of work. Views differ on the importance of worker characteristics versus working conditions as the primary cause of job stress. The differing viewpoints suggest different ways to prevent stress at work. Differences in individual characteristics such as personality and coping skills can be very important in predicting whether certain job conditions will result in stress. In other words, what is stressful for one person may not be a problem for someone else. This viewpoint underlies prevention strategies that focus on workers and ways to help them cope with demanding job conditions. In general, occupational stress is caused by a mismatch between perceived effort and perceived reward, and/or a sense of low control in a job with high demands. Low social support at work and insecurity can also increase job stress. Psychosocial are a major cause of job stress.

Stressful working conditions can lead to three types of strains: Behavioral (e.g., absenteeism or poor performance), physical (e.g., headaches or coronary heart disease), and psychological (e.g., anxiety or depressed mood). Physical symptoms that may occur because of job stress include fatigue, headache, upset stomach, muscular aches and pains, weight gain or loss, chronic mild illness, and sleep disturbances. Psychological and behavioral problems that may develop include anxiety, irritability, alcohol and drug use, feeling powerless and low morale.The spectrum of effects caused by job stress includes absenteeism, poor decision making, and lack of creativity, accidents, organizational breakdown or even sabotage. If exposure to stressors in the

workplace is prolonged, then chronic health problems can occur including stroke. Along with the risk of stroke, stress can raise the risk of high blood pressure, immune system dysfunction, and coronary artery disease. Prolonged Job stress can lead tooccupational burnout. Job stress can also disrupt relationships

Job Satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences. Job satisfaction may be examined as part of the construct of employee engagement, as it is a combination of job involvement, organizational commitment and intentions to stay.
In contrast the confusion contradiction and interchange of terms for engagement raise the question as to whether employee's engagement is valid and reliable construct at all.

Engagement is a predictor of work behaviour and overall performance. Engaged employees are more profitable to the organization, customer focused, safer employees and much more likely to withstand the temptation to leave.
There are four primary factors that determine job satisfaction. The first factor is the individual employee to have mentally challenging work. The second factor is equitable rewards where employees monetary systems and policies that are in line with their expectations. The third factor is supportive working conditions. The fourth factor is to have supportive colleagues and having friendly and supportive co- workers leads to increased job satisfaction.

Employees do not drive job satisfaction from high pay alone. In the 1950's motivation theorist Frederick Herzberg divided the elements required for job satisfaction into two dimensions: Hygiene and Motivators. In short the environment has to be positive and the job has to be good fit.

Hygiene refers to working environment. While this dimension does not in and of itself create job satisfaction, it's a prerequisite to satisfaction occurring. Work environment involves all of the administrative aspects of an organization, including company policies that should apply to everyone equally. Choosing the right supervisors who provide fair treatment and give positive feedback is another aspect of hygiene. Workers expect fair pay in line with market demand. Employees also require the equipment needed to do their jobs well, adequate work space and policies that facilitate positive interaction between staff members.

Once the hygiene factors are in place, employees must feel a meaningful connection to their work. This dimension of job satisfaction (Motivators) includes the ability to use individual talents on the job. Employees must be tasked with meeting clear standards of excellence, and be recognized for what they do. Explicit identification of the job well done, through communication of praise or employee reward programs, add to job satisfaction. Employees also must have opportunities for advancement within the organization.

Review of Literature

Motivation is the key factor as well in affecting job stress among employees. Employees who are highly motivated will feel happier and more willing to work for the organizations. In order to enhance the satisfaction of their jobs and lives of municipality personnel should compensate them with equitable incentives **(Bemana Simin).** At organizational level well designed coping strategies have become the attention. Stress can make an individual productive and constructive when it is identified and well managed (**Uma Devi.T).** Job stress is showing some positive relationship with health and performance of the nurses but that is not the only key indicator is creating stress on nurses. Every hospital has different HR policies, according to such policies the stress factors and its sequencing differs. In some hospitals overtime becomes major cause while in others critical job conditions are on priority and stress level for the same would depend on the factors (**Dr. Rawal.C.N).** The overall prevalence of job stress is moderately higher than reported in other published studies, yet there was very high rate of job satisfaction; one that was much higher than reported in other studies. We recommend that future research focus on methods of stress reduction and investigate the impact of high stress on staff performance (**Niaz Khalid).** The correlation analysis indicated that the employee job satisfaction is negatively and significantly associated with work load and role conflict, while the employee job satisfaction is positively and significantly correlated with physical environment in small scale industries (**Dr. R. Ganapathi).** Stress at certain level will help employees to work hard and increase the production and productivity. If stress continues beyond certain level will be distressful, therefore it contributes to the negative production and productivity (**Dr. A P Hosmani).** Understanding and determination of job satisfaction level among hospital employees is the need of the hour. Such informative becomes usually important in tactical planning for improving quality of care and retention of hospital employees within the organization. Hospital management should treat job satisfaction as a key measure of the quality of work and quality of life (**Dr. Rana Akshay).**
Stress is always a determent in creating good quality of work life. Stress has become a necessary evil. Organizations are engaged in an ever intensifying war to combat stress and enhance job satisfaction (**Dr. Bajpai Vyas).** The stress has negative relationship with satisfaction. As stress goes up, job satisfaction falls. The increased stress could commonly results in decreased job

satisfaction and decreased quality of life (**Mathew Ann Neenu).** The multiple regression analysis presents that the job stress factor like limits of authority on job, increases over all job satisfaction. On the other hand, job stress factor like lack of knowledge of specific procedures and conflicts in order erodes overall job satisfaction (**Selvamathi. A).** Regression analysis explains that the relationship between emotional labour and work stress in case of doctor and nurses is positive. While the result of t-test explains that there is no major significance difference between the emotional labour and work stress of medical staff (**Sarvate Shweta).**

The major contributor of job stress among nurses is the job itself. Heavy workload, repetitive work, and poor working environment were among the stressors identified in the category of job itself (**Loo Leap-Han).** It is evident from the survey that low levels of job satisfaction are associated with high turnover rates. The findings also shows that extrinsic and intrinsic job factors that could negatively impact on the turnover rate of nursing staff at the hospital are present in the situation (**Pietersen Charlotte).** Overall level of work- related stress among the Malaysian healthcare employees was still within adequate management. However, certain job category and specialization such as supportive staff, particularly radiographers require closer attention due to their comparatively higher level of stress (**I Imilia, PL Lua).** Enquiry was to examine how job stressors manifests itself among nurse- midwives relate to job performance. Discovering nurse- midwives perceived stressors on the job, and identifying the relationship between the job stressor towards job performance was the objectives of this conceptual paper (**Ghee Cheng Lim).** Nurses of are highly private hospital suffer from many stressed and face problem and dissatisfied with their job and salary. It can be concluded the work life balance and job satisfaction among private sector nurses is not equilibrium (**Jahan Tarannum).** Level of stress among doctors in government hospitals is quite high, pointing towards the fact that nature of the job of doctors is stressful. Inter role distance stressor contributes to a greater extend to the total ORS scores, followed by Resource inadequacy. Male doctors are more stressed than female doctors in the hospital under study (**Baba Irfana).**

Research Gap

Job Stress is connected to job satisfaction level and this has been proved by various researchers but the lacking areas that were found up to the extent of the reviewed literature are as follows:

- There are various Variables of Job Stress and most of the researchers had not emphasized on all the variables but had conducted the research on one or two variables of Job Stress.
- The study on Job Stress and related variables has been mostly carried out in IT Sector and Education Sector.
- Mostly the earlier studies are based on relationship between Job Stress, Job Performance, and Job satisfaction. One relationship is not clearly studies which is the effects of Job Stress on Job Satisfaction.

Justification and Relevance of the study

The study will help to understand the impact of job stress on job satisfaction level in health care industry. It could further help to understand the effects that are caused due to job stress on satisfaction level of the doctors. It would give a clear and better picture in terms to ascertain the reasons of job stress that is faced by the doctors in health care industry due to which the level of job satisfaction is also affected. As we all know that stress is the most common problem being faced by all individuals, it may not be just confined to job stress individuals have other stresses as well which are not related to just their occupation or job. This study is being conducted in respect to concerning the impact of job stress on job satisfaction in health care industry where in the amount of stress is most found. Again as mentioned earlier, there are other stressors as well which affects the level of job satisfaction. But this study focuses on the job stress equation with the job satisfaction level of the doctors in the health care industry.

When studies on Job stress and Job satisfaction are looked for either on any of the search engines or any other platform, than mostly the earlier studies had been conducted outside India, hence this study is proposed to be conducted in India and to be more precise in Rajasthan state.

Theoretical Framework

This theory is based on two main variables that forms base for the study and their interconnection is required to be found in order to arrive at the results of the study and these two pillars are:

Independent Variable: Job Stress

Dependent Variable: Job Satisfaction

Scope of the Study

This study aims at ascertaining the association between Job Stress and Job Satisfaction of the doctors, and eventually the outcome that job stress have on job satisfaction. The study will be restricted to the doctors of Jaipur and the problems and effects they face due to job stress. This study will revolve around the effects and implications of job stress that is faced by the doctors and its impact on job satisfaction level of the doctors towards their job. This study will be restricted to some selected hospitals. The perceptions of doctors will be taken into account with help of Primary Data (Questionnaire) and Secondary Data (Books, Journals, magazines etc.)

Research Questions

The study attempts to adjudge and understand the outcome of job stress towards the job satisfaction level of the doctors. In order to move ahead on this path it needs to figure out answers the following questions:

- What isthe impact of job stress on employee's job satisfaction?
- Is there a relation between job stress and job satisfaction?
- Do the dimensions of job stress have an association with job satisfaction?
- Do the dimensions of job satisfaction have an association with the perception of the doctors?
- What is the mindset of the doctors when it comes to choose a working environment for them?
- What are the factors or main causes for job stress of the doctors?

Research Objectives

The topic that has been talked about earlier also but in addition to already existing researches this particular study aims:

- To assess the association between Job Stress and Job Satisfaction among Doctors.
- To study and analyse the various factors/ reasons of Job Stress affecting the Doctors. .
- To determine the various effects of job stress affecting the Job Satisfaction level among the doctors.

Hypotheses of the Study

Hypothesis 1:
There is no significant association between Job Stress and Job Satisfaction among doctors.

There is a significant association between Job Stress and Job Satisfaction among Doctors.

Hypothesis 2:

There is no significant difference between Job Stress levels among the Doctors.

There is a significant difference between Job Stress levels among the Doctors.

Hypothesis 3:

There is no significant difference between Job Satisfaction levels among the Doctors.

There is significant difference between Job Satisfaction levels among the Doctors.

Research Methodology

Research Design

Research design is a plan, structure and strategy of investigation conceived so as to obtain answers to research questions. A detailed outline of how an investigation will take place. A research design will typically include how data is to be collected, what instruments will be employed, how the instruments will be used and the intended means for analyzing data collected. This study will be **Exploratory, Descriptive and empirical in** nature.

Universe of the study:

Universe for this study will be**Doctors of Jaipur in Rajasthan state.**

Sample Details:

Sampling is simply the process of learning about population on the basis of sample drawn from it. There are two types of sampling techniques a) probability sampling b) non probability sampling. The sample details for this study are as follows:

- **Sampling Technique:**Systematic Random Sampling
- **Sample Frame:** Jaipur
- **Sample Size:** Sample size has been determined using Krejcie & Morgan table (1970). The sample size for conducting the study is as follows:
    - **SMS Hospital: 322**
    - **Santokba Durlabhji Memorial Hospital: 132**
    - **Jaipuria Hospital: 40**
    - **Fortis Hospital: 169**

Data Collection

The study will be empirical in nature, i.e. it will be based on primary sources of data.

In addition to primary sources, secondary sources will also be used for this study.

For the purpose of this study the sources will be as follows:

- **Primary Data sources:** It will be collected with the help of questionnaire, to be filled in by the respondents (Doctors).
- **Secondary Data sources:** It will be collected with the help of Books, Journals, Magazines, Newspapers, Websites and other published sources.

Tools and Techniques

The below mentioned techniques and tools will be used in order to derive the results of the study. The techniques used will be:

- **Correlation**
- **Regression**
- **T-Test**
- **Factor Analysis**

Limitations

Although this stage is too early to discuss the limitations of the study but some general limitations of the study are:

- The conclusions drawn in the study cannot be stated as universally acceptable.
- The answers of the respondents will be regarded as true.

Scheme of Chapterization

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	Scope for further Research	
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